

STATE OF ALABAMA
DEPARTMENT OF HUMAN RESOURCES
Montgomery, Alabama

Administrative Letter No. 7031

Date: May 23, 2003

TO DIRECTORS, COUNTY DEPARTMENTS OF HUMAN RESOURCES

FROM Joyce P. O'Neal, Director, Food Stamp Partnership

Revision Number: 154

TRANSMITTAL OF REVISION TO
POINTS OF ELIGIBILITY Manual.

Effective Date: **Upon Receipt**

TYPE OF REVISION/ACTION REQUIRED

☒ New Chapter Material ☐ Change to Chapter Material ☐ Other (specify)
☒ Update to Appendix ☐ Deletion from Appendix

UPON RECEIPT, REVIEW, IMPLEMENT, AND REVISE YOUR MANUAL.

Page/Section Number

Chapter 15, pages ii, 11 and 12; Section 1519

Subject/Description of Revision

ADJUSTMENTS FOR EBT ACCOUNTS

The purpose of this revision is to incorporate into the Points of Eligibility Manual, the policy material that was sent in the August 13, 2002 Memorandum regarding the procedures for Adjustments to Food Stamp Recipients' EBT Accounts effective August 19, 2002. If a system generated error occurs in which a purchase by a food stamp recipient is not debited from the recipient's EBT account, a merchant may request payment for the purchase resulting in an adjustment to the recipient's EBT food stamp account. If the request from the merchant is determined to be a valid request, the amount of the purchase will be taken from the recipient's account and placed on hold. The recipient will not have access to the benefits that have been placed on hold. If only a part of the money owed the merchant is available in the recipient's EBT account that partial amount will be placed on hold and the remaining amount will be taken from the recipient's benefits the following month.

Distribution:

Points of Eligibility Manual Holders

DISPOSITION: Retain as needed

Approved

Signature

Deputy Commissioner for Programs

Title

Date

Food stamp regulations require that the food stamp recipient be notified that these benefits are being removed from his/her EBT account and that he/she has the right to request a fair hearing. The recipient may request a fair hearing by contacting the local food stamp office or by contacting the Food Stamp Partnership within 90 days from the date of the EBT Notice.

It is imperative that all client-hearing requests due to the EBT Adjustment Notice be communicated to the Food Stamp Partnership on the day the hearing request is received in the county office. These hearing requests should be immediately faxed to the Food Stamp Partnership at 334-353-1363.

This revision will obsolete the August 13, 2002 memorandum.

Thank you for your usual cooperation.